



Account Management Specialist (Academic), China – ACS International

ACS International, Ltd. (ACSI) is a wholly-owned subsidiary of the American Chemical Society. ACSI is comprised of representatives that serve the scientific community worldwide. Employees represent products and services provided by ACS divisions, including ACS Publications and CAS (CAS SciFinderⁿ and STN[®]) to the world's most important scientific companies, government organizations, global patent offices and academic institutions to promote research and discovery.

ACS International is currently seeking an Account Management Specialist (Academic) based in Beijing, China.

Position Summary

The Account Management Specialist serves this community by delivering a world class customer experience ensuring that customers receive value from their solutions, continue to utilize CAS solutions, and expand their relationship. The Account Management Specialist is accountable for achievement of business objectives for existing accounts in academic market by identifying opportunities to grow, retain, and penetrate the customer utilizing the product portfolio and services.

The Account Management Specialist ensures that every customer realizes the full value of CAS products and services by:

- Onboards, enables, and supports our users and customers how to realize the full value of our solutions
- Retain, grow, and upgrade existing clients through a superior experience and understanding of their needs
- Managing CAS customers and ensuring that they are receiving exceptional experiences through our interactions with CAS as a firm

Position Accountabilities

1. Collects and analyzes academic market information.
2. Manages academic customers through outbound calls, email communications, and web demonstrations, as well as manage inbound phone calls and email inquiries with the expectation of creating, advancing, and closing business opportunities.
3. Follows the established sales process and consistently utilizes the CRM to document prospect interaction, ensuring efficient lead management.
4. Analyzes customer information, identify risks and take action where necessary to ensure optimal customer experience and product usage.
5. Anticipates and drives growth of additional services and coverage levels by conducting thorough needs assessments and matches these needs to the appropriate solutions.
6. Cultivates relationships with the decision makers and key users in the client organization as well as with day-to-day client representatives and key contacts.
7. Create and document user success stories and communicate these to clients.
8. Support Account Consultants to provide customer supports to clients with high level professionalism.
9. Understands the importance of timely follow up with customers, managers and staff making communication a top priority.
10. Develops and maintain daily plans to maximize customer contact time. Must be able to effectively identify, communicate and work through customer problems, issues, and opportunities.

Minimum Education/Experience/Technological Knowledge

- Master's Degree in Chemistry and related sciences degrees.
- 1 - 2 years of work experience in customer service or business develop related experience
- Strong desire to be in technology/solution business development
- Excellent written/verbal communication skills
- Ability to multi-task, prioritize, and manage time effectively
- Experience with CRM and opportunity management systems, preferably Salesforce.com

To apply for a position, please submit your cover letter and CV to careers@acs-i.org